

ECF2: Claims Data Warehouse (CDW) User Guide

Version 2.2

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1. INTRODUCTION

1.1. Claims Data Warehouse (CDW) Product

The Xchanging Claims Data Warehouse (CDW) provides the London insurance market with a platform for delivering management information (MI) and operational data on claims handled through Xchanging's core market-support systems. It will deliver Complete, Incomplete and Claims Workflow reporting suites (known as ECF001, 2, 3, 4 and 5), Lloyd's claims reference and financials reconciliation (LREC) and XCS additional data for Lloyds (LADD). These are described in detail in the following sections and an 'at-a-glance' view is provided in [Appendix 2](#).

Initially, this new platform integrates data from CLASS and other systems, and allows Brokers, Managing Agents, Market Bodies and Market Associations to download regular reports consisting of:

- claims "workflow" data at both fine-grained operational and aggregated MI levels
- claims transaction data not available through standard market messaging
- reconciliation between different stages of the claims processing lifecycle.

The platform is designed to be scalable to support future growth in scope, demand and volume.

1.2. Document Purpose

The purpose of this document is to describe the components implementation process and usage of Claims Data Warehouse (CDW).

This document is **not** intended to duplicate information from the business design documents available at http://www.marketreform.co.uk/index.php?option=com_content&view=category&id=91&Itemid=200. These documents provide the detailed service design of each report including the data requirements and report detail.

1.3. CDW Components

Separate fact sheets will be available for each of the following report groups in each report and functional differences between the original report version and the new version where applicable. Please refer to [Section 11.3](#) below for further information to obtain the fact sheets.

A high level overview of the differences between existing ECF reports and their direct replacements is available at [Appendix 3](#).

1.3.1. Companies Volumes – ECF Workflow 001 Report

This service will provide market participants with the volumes of Company market claims being presented and processed via the ECF system, together with those still being

processed on paper. This service will provide the Market Associations, Carriers and Brokers with summary volumes and details of all claim transactions that have been agreed by at least one Carrier during the reporting period.

1.3.2. Lloyd's Volumes – ECF Workflow 002 Report

This service will provide market participants with the volumes of Lloyd's market claims being presented and processed via the ECF system, together with those still being processed on paper. This service will provide the Market Associations, Carriers and Brokers with summary volumes and details of all claim transactions that have been completed during the reporting period.

1.3.3. Lloyd's Non-ECF Details – ECF Workflow 003 Report

This service will provide Lloyd's Brokers and market participants with details regarding Lloyd's claims that are being presented and processed via paper-based submissions - i.e. where the Broker has not used the Electronic Claims Files ('ECF') system.

1.3.4. Incomplete Transactions – ECF Workflow 004 Report

This service provides Market Participants with information on any incomplete claim transactions being processed through ECF, allowing Market Participants to review claims for any outstanding actions and activity on claims, in particular giving Market Participants the ability to monitor 'slow-moving claims'. Lloyd's reports also contain query reason codes.

1.3.5. Transaction Cycle Times – ECF Workflow 005 Report

This service will provide Market Participants with information regarding the length of time being taken to complete ECF transactions. The different steps in the ECF process will be measured and the time taken to complete these different stages on individual claim transactions will be reported. 'Bottlenecks' will be highlighted by the reports to enable Market Participants to improve their claims-handling performance.

1.3.6. Lloyd's claims reference and financials reconciliation (LREC)

This service will provide Lloyd's Carriers with the ability to reconcile differences between ECF transactions and the related XCS CLASS transaction or SCM message content.

1.3.7. XCS additional data for Lloyds (LADD)

This service will provide Lloyd's Carriers with additional data that XCS captures during its technical processing but is not included in the SCM.

1.4. Report Coverage

CDW security follows the same rules as those used within the existing CLASS system – i.e. the individual users are allowed to see claims that for the brokers or Carriers that are associated with their user.. Therefore the requirement at a high level is to produce reports targeted at:

Name	Detail
DL5 Broker reports	Broker Account code and User-Id as used in CLASS / ECF systems is required to retrieve the data
DL6 Carrier reports	Carrier Account code and User-Id as used in CLASS / ECF systems is required to retrieve the data
DL7 Organisational groups (e.g. Lloyd's LIIBA, LMA)	No Account code / user-id required as these organisations see all claims relevant to their market

1.5. Report Distribution

The reports will be available through secure log-in from the Xchanging reports portal. An email notification will be sent to registered users when the scheduled reports are available for download. Please refer to [Section 10](#) Receipt and Extract Process for instructions to access reports. Please refer to [Section 9](#) for the registration process.

Note:- Historical versions of the reports will be retained and will be available from the Xchanging reports portal for up to eight instances. Weekly reports will be available for eight weeks, monthly reports for eight months and quarterly reports for eight quarters or two years.

1.6. Ad Hoc Process for retrieval of previous versions

If a report is required beyond the eighth instance a request should be made to:

Business Intelligence Services, Xchanging, Walter Burke Way, Chatham Maritime, Chatham, Kent,
ME4 4RQ

Telephone: +44 (0)1634 887800

E-mail: business.intelligence@xchanging.com

Please note a charge will apply for these requests. Please contact Business Intelligence Services for applicable costs.

The customer will receive a standard ad-hoc request form containing the applicable price to sign and agree the costs. The completed form should be returned to Business Intelligence Services.

The report will be run to the agreed customer specifications and a quality check performed before it is supplied by email to the customer.

To avoid unnecessary charges it is recommended that you download and keep copies of reports to your own systems.

2. COMPANIES VOLUMES – ECF WORKFLOW 001 REPORT

2.1. Content

The reports will be scheduled to run monthly and will be available for download in either CSV (Comma Separated Values), PDF or Excel formats.

The following reports will be available to registered CDW users:

2.1.1. Overall Transaction Totals (DL7519)

Provides details of all ILU and LIRMA ECF and non-ECF transactions that have been completed during the reporting period. Separate transaction sub-totals will be provided for new claims and pre-existing claims and a class of business split will also be provided. Claims on contracts that involved both ILU and LIRMA companies will be recorded separately.

2.1.2. Summary Report of Agreed Responses Split by Broker (DL6195)

Provides a breakdown by Broker of LIRMA claim transactions that have been agreed by the Carrier in question during the month being reported and ILU claim transactions that have been completed during the month being reported.

2.1.3. Summary Report of Agreed Responses Split by Broker (DL7520)

Provides a breakdown by Broker of LIRMA claim transactions that have been agreed by one or more Carriers on the market during the month being reported and ILU claim transactions that have been completed during the month being reported.

2.1.4. Summary Report of Agreed Responses Split by Carrier (DL5106)

Provides a breakdown by Carrier of LIRMA claim transactions that have been agreed during the month being reported and ILU claim transactions that have been completed during the month being reported.

2.1.5. Summary Report of Agreed Responses Split by Carrier (DL7521)

Provides a breakdown by Carrier of LIRMA claim transactions that have been agreed during the month being reported and ILU claim transactions that have been completed during the month being reported.

2.1.6. Detailed Transaction Information for Carriers (DL6196)

This report will provide details of LIRMA claim transactions that have been agreed by the Carrier involved during the month being reported and ILU claim transactions that have been completed during the month being reported.

2.1.7. Detailed Transaction Information for Brokers (DL5107)

This report will provide details of LIRMA claim transactions that have been agreed by one or more Carriers on the market during the month being reported and ILU claim transactions that have been completed during the month being reported.

2.2. Benefits

The summary reports will allow recipients to assess overall market take-up of ECF as well as to assess take-up of ECF by Broker and by Carrier.

The detailed reports will provide an audit trail of transaction responses for Carriers and for Brokers.

2.3. Report Availability

The reports are available to the following recipients:

Report	Recipients
Overall Transaction Totals (DL7519)	IUA and LIIBA
Summary Report of Agreed Responses Split by Broker (DL6195)	All ILU or LIRMA Carriers
Summary Report of Agreed Responses Split by Broker (DL7520)	LIIBA
Summary Report of Agreed Responses Split by Carrier (DL5106)	All Brokers
Summary Report of Agreed Responses Split by Carrier (DL7521)	IUA
Detailed Transaction Information for Carriers (DL6196)	All ILU or LIRMA Carriers
Detailed Transaction Information for Brokers (DL5107)	All Brokers

2.4. Usage Notes

LIRMA advices

Until August 2012 LIRMA advices could not be 'completed' until 10 working days after they were circulated. So a LIRMA transaction fully authorised a day after circulation waited until 10 working days had passed before being completed. This resulted in some transactions appearing in the next months report.

On August 20 2012 this rule was removed, and from that date LIRMA advices complete during the 'end of day batch' once all carriers on the market have agreed the transaction.

3. LLOYD'S VOLUMES – ECF WORKFLOW 002 REPORT

3.1. Content

The reports will be scheduled to run monthly and will be available for download in either CSV (Comma Separated Values), PDF or Excel formats.

The following reports will be available to registered CDW users:

3.1.1. Broker Summary of Lloyd's Volumes Split by Carrier (DL5108)

Provides Brokers with a breakdown by Carrier of all Lloyd's ECF and Non-ECF transactions, processed under their Broker number, that have been completed during the reporting period.

3.1.2. Carrier Summary of Lloyd's Volumes Split by Broker (DL6197)

Provides Carriers with a breakdown by Broker of all Lloyd's ECF and Non-ECF transactions, on which they participate, that have been completed during the reporting period.

3.1.3. Summary of Lloyd's Volumes Split by Broker (DL7522)

Provides totals of all Lloyd's ECF and Non-ECF transactions that have been completed during the reporting period. Separate transaction sub-totals will be provided for ECF claims, paper claims and claims in transition from paper to electronic processing. The totals will be further split by new claims and pre-existing claims and class of business, e.g. Marine, Non-Marine and Aviation.

3.1.4. Summary of Lloyd's Volumes Split by Carrier (DL7525)

Provides totals of all Lloyd's ECF and Non-ECF transactions that have been completed during the reporting period. Separate transaction sub-totals will be provided for ECF claims, paper claims and claims in transition from paper to electronic processing. The totals will be further split by new claims and pre-existing claims and class of business, e.g. Marine, Non-Marine and Aviation.

3.2. Benefits

The Broker Lloyd's Volumes report will enable Brokers to assess take-up of ECF by Carrier and manage their implementation and use of the system accordingly.

The Carrier Lloyd's Volumes report will enable Carriers to assess take-up of ECF by Broker and plan their implementation and use of the systems accordingly.

The Lloyd's Totals reports will enable the MRG, the LMA and LIIBA to assess take-up of ECF in the Lloyd's market.

3.3. Report Availability

The reports are available to the following recipients:

Report	Recipients
Broker Summary of Lloyd's Volumes Split by Carrier (DL5108)	All Brokers
Carrier Summary of Lloyd's Volumes Split by Broker (DL6197)	All Lloyd's Carriers
Summary of Lloyd's Volumes Split by Broker (DL7522)	Lloyd's, LMA and LIIBA
Summary of Lloyd's Volumes Split by Carrier (DL7525)	Lloyd's, LMA and LIIBA

3.4. Usage Notes

Transactions completion date on ECF002 non-ECF total reports

Many transactions are set to 'Complete' by a batch process as part of the CLASS 'end of day' processing at Xchanging. The date of completion in the ECF2 reports will be the date that the transaction is processed as part of this batch process. This applies to the following sorts of transactions:

Lloyd's Broker entered 'coupled' claims.

Because of this, transactions that are fully authorised on Friday are not set to 'complete' until Saturday as there is no batch end of day processing on Fridays in normal circumstances. However, occasionally this end of day processing is changed from Saturday to Friday – market users will be notified on these occasions.

Transactions fully authorised on a Sunday will not go to complete until the Monday.

Also, the process for running the 'batch' end of day processing changes for bank holidays. So transactions fully authorised on a Thursday before a Friday bank holiday will not go to complete until the Saturday. Transactions fully authorised on a bank holiday Monday will not be completed until the Tuesday. Similar changes will take place around Christmas holiday periods.

The process that updates XCS CLASS (Lloyd's non-ECF) transactions to Completed status occasionally runs after midnight. On these occasions the completion date of the non-ECF transactions will be set to the next day. If this happens on the last day of the month the transaction will be reported in the next month.

4. LLOYD'S NON-ECF DETAILS – ECF WORKFLOW 003 REPORT

4.1. Content

The reports will be scheduled to run monthly and will be available for download in either CSV (Comma Separated Values), PDF or Excel formats.

The following reports will be available to registered CDW users:

4.1.1. Lloyd's Non-ECF Transaction Details for Brokers (DL5111)

Provides a detailed list of all Lloyd's Non-ECF claim transactions completed during the month being reported. This information will provide the Brokers with an audit trail of all 'completed' Non-ECF claim transactions.

4.1.2. Lloyd's Non-ECF Transaction Details for Carriers (DL6200)

Provides a detailed list of all Lloyd's Non-ECF claim transactions completed during the month being reported. This information will provide the Carriers with an audit trail of all 'completed' Non-ECF claim transactions.

4.2. Benefits

The information provided will enable broking houses to determine whether they are processing claims on paper that could be presented via ECF.

The information provided will enable Lloyd's to determine whether organisations are processing claims on paper that could be presented via ECF.

The reports will enable individual Brokers to manage their implementation and use of the ECF system and will also provide an audit trail of all completed Non-ECF claim transactions.

The reports will also enable individual Managing Agents to manage their implementation and use of the ECF system.

4.3. Report Availability

The reports are available to the following recipients:

Report	Recipients
Lloyd's Non-ECF Transaction Details for Brokers (DL5111)	All Lloyd's Brokers
Lloyd's Non-ECF Transaction Details for Carriers (DL6200)	All Lloyd's Carriers

4.4. Usage Notes

[DL6200 report](#)

This report reports non-ECF Lloyd's claims – i.e. 'paper' transactions entered onto the 'XCS CLASS' system. The claims on this report are at a different level to the ECF002 DL6197 report. DL6200 reports at UCR/TR/SCM Breakdown level – (Claims Office References from the Syndicate Claims Message). There can be multiple Claims Office References to one UCR/TR. However, the DL6197 is at UCR/TR level so will not have as many rows.

Transactions completion date

Many transactions are set to 'Complete' by a batch process as part of the CLASS 'end of day' processing at Xchanging. The date of completion in the ECF2 reports will be the date that the transaction is processed as part of this batch process. This applies to the following sorts of transactions:

Lloyd's Broker entered 'coupled' claims.

Because of this, transactions that are fully authorised by carriers on Friday are not completed until Saturday as there is no batch end of day processing on Fridays. Occasionally the batch end of day Saturday run is changed to a Friday date and market users will be notified of such changes.

Transactions fully authorised on a Sunday will not go to complete until the Monday.

Also, the process for running the 'batch' end of day run changes for bank holidays. So transactions fully authorised on a Thursday before a Friday bank holiday will not go to complete until the Saturday. Transactions fully authorised on a bank holiday Monday will not be completed until the Tuesday. Similar changes will take place around Christmas holiday periods.

The process that updates XCS CLASS (Lloyd's non-ECF) transactions to Completed status occasionally runs after midnight. On these occasions the completion date of the non-ECF transactions will be set to the next day. If this happens on the last day of the month the transaction will be reported in the next month.

Treaty

Please note that ECF003 report includes details of Treaty claims that cannot be undertaken in ECF. These figures should be excluded for statistical analysis of paper versus ECF claims.

5. INCOMPLETE TRANSACTIONS – ECF WORKFLOW 004 REPORT

5.1. Content

The reports will be scheduled to run weekly and will be available for download in either CSV (Comma Separated Values), PDF or Excel formats.

The following reports will be available to registered CDW users:

5.1.1. Incomplete Transactions for Company Carriers (DL6201)

This report provides ILU and LIRMA Carriers with a list of incomplete ECF transactions to review and highlights those that require action.

5.1.2. Incomplete Transactions for Lloyd's Carriers and XCS (DL6202)

This report provides Lloyd's Carriers and XCS with a list of incomplete ECF transactions to review and highlights those that require action.

5.1.3. Incomplete Transactions for Brokers on Lloyd's Claims (DL5112)

This report provides Brokers with a list of incomplete Lloyd's ECF transactions to review and highlights those that require action.

5.1.4. Incomplete Transactions for Brokers on Company Claims (DL5113)

This report provides Brokers with a list of incomplete ILU and LIRMA ECF transactions to review and highlights those that require action.

5.1.5. Incomplete Transactions - Management (DL7528)

This report provides market groups with statistics on all incomplete Lloyd's ECF transactions.

5.2. Benefits

The Incomplete Transactions report provides registered recipients with an action list of claims transactions to adjust, facilitating the management of throughput of work.

The Management Summary report provides market groups with statistics on all incomplete Lloyd's ECF transactions.

Lloyd's Syndicate and Lloyd's Broker reports DL6202 and DL5112 now contain query reasons.

5.3. Report Availability

The reports are available to the following recipients:

Report	Recipients
Incomplete Transactions for Company Carriers (DL6201)	Available to all ILU and LIRMA Carriers
Incomplete Transactions for Lloyd's Carriers and XCS (DL6202)	Available to all Lloyd's Carriers
Incomplete Transactions for Brokers on Lloyd's	Available to all Brokers

Claims (DL5112)	
Incomplete Transactions for Brokers on Company Claims (DL5113)	Available to all Brokers
Incomplete Transactions - Management (DL7528)	LIIBA, Lloyd's

5.4. Usage Notes

Transactions included in the ECF004 reports:

Reports run at the weekend will not include updates made in CLASS on a Sunday. This is because changes made to claims in the CLASS/ECF/ECF2 systems on a Sunday will not be loaded to Claims Data Warehouse until the following Monday. Therefore the ECF004 reports will show updates made to transactions on Sunday in the next run of the report at the end of the following week.

6. TRANSACTION CYCLE TIMES – ECF WORKFLOW 005 REPORT

6.1. Content

The reports will be scheduled to run monthly and will be available for download in either CSV (Comma Separated Values), PDF or Excel formats.

The following reports will be available to registered CDW users:

6.1.1. Average Transaction Cycle Times - Lloyd's (DL7571)

This report will show for Lloyd's the average elapsed time that agreement parties took to complete ECF transactions and the number of days that queried items are with a given party

6.1.2. Average Transaction Cycle Times - IUA (DL7572)

This report will show for the Company market the average elapsed time that agreement parties took to authorise ECF transactions and the number of days that queried items are with a given party

6.1.3. Average Lloyd's Transaction Cycle Times – By Broker (DL5120)

This report will show the average elapsed time that agreement parties took to complete Lloyd's ECF transactions and the number of days that queried items are with a given party with the details being split by Broker code

6.1.4. Average ILU Transaction Cycle Times – By Broker (DL5121)

This report will show the average elapsed time that agreement parties took to authorise ILU ECF transactions and the number of days that queried items are with a given party with the details being split by Broker code

6.1.5. Average LIRMA Transaction Cycle Times – By Broker (DL5122)

This report will show the average elapsed time that agreement parties took to authorise LIRMA ECF transactions and the number of days that queried items are with a given party with the details being split by Broker code

6.1.6. Average Lloyd's Transaction Cycle Times – By Carrier (DL6229)

This report will show the average elapsed time that Lloyd's agreement parties took to complete ECF transactions and the number of days that queried items are with a given party with the details being split by Carrier code

6.1.7. Average ILU Transaction Cycle Times – By Carrier (DL6230)

This report will show the average elapsed time that ILU agreement parties took to authorise ECF transactions and the number of days that queried items are with a given party with the details being split by Carrier code

6.1.8. Average LIRMA Transaction Cycle Times – By Carrier (DL6231)

This report will show the average elapsed time that LIRMA agreement parties took to authorise ECF transactions and the number of days that queried items are with a given party with the details being split by Carrier code

6.1.9. Detailed Lloyd's Transaction Information for Brokers (DL5123)

This report provides Brokers with details and cycle times for individual Lloyd's ECF transactions completed during the reporting period for their Broker Number

6.1.10. Detailed ILU Transaction Information for Brokers (DL5124)

This report provides Brokers with details and cycle times for individual ILU ECF transactions authorised during the reporting period for their Broker Number

6.1.11. Detailed LIRMA Transaction Information for Brokers (DL5125)

This report provides Brokers with details and cycle times for individual LIRMA ECF transactions authorised during the reporting period for their Broker Number

6.1.12. Detailed Lloyd's Transaction Information for Carriers (DL6232)

This report provides Carriers with details and cycle times for individual Lloyd's ECF transactions completed during the reporting period for their Carrier Number

6.1.13. Detailed ILU Transaction Information for Carriers (DL6233)

This report provides Carriers with details and cycle times for individual ILU ECF transactions authorised during the reporting period for their Carrier Number

6.1.14. Detailed LIRMA Transaction Information for Carriers (DL6234)

This report provides Carriers with details and cycle times for individual LIRMA ECF transactions authorised during the reporting period for their Carrier Number

6.2. Benefits

The Broker and Carrier reports will enable Brokers and Carriers to understand their own claim adjusting workflow performance and compare this to the market average figures

The information contained in the market average reports will enable market groups to analyse market performance and monitor trends.

6.3. Report Availability

The reports are available to the following recipients:

Report	Recipients
Average Transaction Cycle Times - Lloyd's (DL7571)	Lloyd's, LMA and LIIBA
Average Transaction Cycle Times - IUA (DL7572)	IUA and LIIBA
Average Lloyd's Transaction Cycle Times – By Broker (DL5120)	All Lloyd's Brokers
Average ILU Transaction Cycle Times – By Broker (DL5121)	All ILU Brokers

Report	Recipients
Average LIRMA Transaction Cycle Times – By Broker (DL5122)	All LIRMA Brokers
Average Lloyd's Transaction Cycle Times – By Carrier (DL6229)	All Lloyd's Carriers
Average ILU Transaction Cycle Times – By Carrier (DL6230)	All ILU Carriers
Average LIRMA Transaction Cycle Times – By Carrier (DL6231)	All LIRMA Carriers
Detailed Lloyd's Transaction Information for Brokers (DL5123)	All Lloyd's Brokers
Detailed ILU Transaction Information for Brokers (DL5124)	All ILU Brokers
Detailed LIRMA Transaction Information for Brokers (DL5125)	All LIRMA Brokers
Detailed Lloyd's Transaction Information for Carriers (DL6232)	All Lloyd's Carriers
Detailed ILU Transaction Information for Carriers (DL6233)	All ILU Carriers
Detailed LIRMA Transaction Information for Carriers (DL6234)	All LIRMA Carriers

6.4. Usage Notes

Transactions 'In Transition'

Transactions that are 'In Transition' from Paper to ECF are included in the reports. The number of days that transactions take to complete is often longer for these transactions. The average figures provide a row of totals for transactions 'In Transition' for this reason.

Company market responses before August 2008 were not logged so it is not possible to report accurately on query type responses for transactions 'In Transition' before this date. These are reported accurately on claim transactions 'In Transition' after this date.

LIRMA advices

Until August 2012, LIRMA advices could not be completed until 10 days after circulation. So a LIRMA transaction fully authorised a day after circulation waited until 10 working days had passed before being completed. This resulted in some transactions appearing in the next months report.

On August 20 2012 this rule was removed, and from that date LIRMA advices complete during the 'end of day batch' once all carriers on the market have agreed the transaction

Note: There is no mainframe 'end of day' processing run on bank holidays and Fridays. This causes 'unallocated' days to be included in the ECF005 reports as the transactions take longer to complete.

Occasionally the Saturday run is changed to a Friday date and market users will be notified of such changes.

On LIRMA ECF005 reports, the 'Days with Carrier', 'Days with Lead' and 'Days with Broker' are not expected to total to the 'Days to Complete', unless there is only one line on the market. Each line on the report just gives information on this particular Carrier - how long they took to agree, and how long it took the Broker to answer this particular Carrier's queries. The responses for everyone on the market are likely to overlap so can't be reported on one row of the report.

7. LLOYD'S CLAIMS REFERENCE AND FINANCIALS RECONCILIATION (LREC)

7.1. Content

The report will be scheduled to run quarterly. The report will be available for download in either CSV (Comma Separated Values), PDF or Excel formats.

The following reports will be available to registered CDW users:

7.1.1. ECF2 LREC ECF no XCS Input (DL6235)

It is known that XCS Technicians occasionally merge ECF transactions when creating the equivalent XCS CLASS entries. This results in more transactions being present on ECF than on XCS CLASS. This is not something that should be done. However, once a claim is set up in this way it cannot be corrected. Therefore, the DL6235 report will report ECF claim transactions completed during the reporting period (currently anticipated to be quarterly) with no associated XCR/XTR. This will enable the recipients to monitor that occurrences of this situation are reducing.

7.1.2. ECF2 LREC XCS no SCM (DL6236)

XCS technicians are able to set an indicator to specify that no SCM advice should be sent when creating an XCS CLASS entry. This should only happen on corrections. Therefore, the report includes a column to indicate transactions that are corrections, to enable the recipient to filter these out and focus on claim transactions that may have had the indicator set incorrectly.

7.1.3. ECF2 LREC ECF to XCS Mismatch Detail (DL6238)

To identify all ECF UCR's / XCS CLASS XCR's where the financial position or the currencies on the latest completed transaction differs or where there is no completed transaction on XCS CLASS. Where legitimate reasons for financial differences have been identified, the report enables users to filter them out and focus their attention on claims that may have genuine reconciliation errors.

7.1.4. ECF2 LREC ECF to XCS Carrier Changes (DL6241)

To identify ECF Transactions (UCR/TRs) that have a different Bureau Line (percentage) to the associated XCS CLASS Transactions (XCR/XTRs).

7.1.5. ECF2 LREC ECF to SCM (DL6242)

For each ECF Claim (UCR) transaction that has been completed during the last reporting period this report will list the associated SCM (COR/Movement Reference) records that have been generated for it.

7.2. Benefits

This will enable the recipients to reconcile accurate reporting from XCS.

7.3. Report Availability

The reports are available to the following recipients:

Report	Recipients
ECF2 LREC ECF no XCS Input (DL6235)	All Lloyd's Carriers
ECF2 LREC XCS no SCM (DL6236)	All Lloyd's Carriers
ECF2 LREC ECF to XCS Mismatch Detail (DL6238)	All Lloyd's Carriers
ECF2 LREC ECF to XCS Carrier Changes (DL6241)	All Lloyd's Carriers
ECF2 LREC ECF to SCM (DL6242)	All Lloyd's Carriers

8. XCS ADDITIONAL DATA FOR LLOYDS (LADD)

8.1. Content

The reports will be scheduled to run monthly. The report will be available for download in either CSV (Comma Separated Values), PDF or Excel formats.

The following reports will be available to registered CDW users:

8.1.1. DL6245 L3.1: ECF2 LADD Carrier Transaction

Provide details of additional data that XCS captures during its technical processing but is not included in the SCM.

8.1.2. DL6246 L3.2: ECF2 LADD Carrier Control by Month

Provide aggregate summary of data in the Carrier Transactions report to allow recipients to ensure that their data is correct.

8.1.3. DL6247 L3.3: ECF2 LADD Carrier Expert - Monthly Movements

Provide details of additional expert level data that XCS captures during its technical processing but is not included in the SCM.

8.1.4. DL6248 L3.4: ECF2 LADD Certificates

Provide details of certificate of insurance data that XCS captures during its technical processing but is not included in the SCM.

8.2. Benefits

DL6245 and DL6248 will replace the existing XML MSCE report that some people currently receive. It will provide movement level data rather than monthly aggregates and will provide information for all claims that have a movement in the month.

DL6246 is a check/control report for total paid in settlement currency during the month on SCMs.

DL6247 will include data where it is available in the database so if there is no relevant expert breakdown information on a movement, that movement will not show in this report.

8.3. Report Availability

The reports are available to the following recipients:

Report	Recipients
ECF2 LADD Carrier Transaction (DL6245)	All Lloyd's Carriers
ECF2 LADD Carrier Control by Month (DL6246)	All Lloyd's Carriers
ECF2 LADD Carrier Expert - Monthly Movements (DL6247)	All Lloyd's Carriers
ECF2 LADD Certificates (DL6248)	All Lloyd's Carriers

8.4. Usage Notes

Transactions completion date

Many transactions are set to 'Complete' by a batch process as part of the CLASS 'end of day' processing. The date of completion in the ECF2 reports will be the date that the transaction is processed as part of this batch process. This applies to the following sorts of transactions:

Lloyd's Broker entered 'coupled' claims.

Because of this, transactions that are fully authorised on Friday are not set to 'complete' until Saturday as there is no batch end of day run on Fridays in normal circumstances. Occasionally this Saturday run is changed to a Friday and market users will be notified of such changes.

Transactions fully authorised on a Sunday will not go to complete until the Monday.

Also, the process for running the 'batch' end of day processing changes for bank holidays. So transactions fully authorised on a Thursday before a Friday bank holiday will not go to complete until the Saturday. Transactions fully authorised on a bank holiday Monday will not be completed until the Tuesday. Similar changes will take place around Christmas holiday periods.

The process that updates XCS CLASS (Lloyd's non-ECF) transactions to Completed status occasionally runs after midnight. On these occasions the completion date of the non-ECF transactions will be set to the next day. If this happens on the last day of the month the transaction will be reported in the next month.

Additional Information regarding Closed Claims/Closed CORs

When XCS technicians enter data on XCS CLASS they break down the Broker entered transactions by 'Claims Office References' (named 'ORIGINATING PRIMARY CLAIM REFERENCE' on the LADD reports) to split the financial data. The Claims Office Reference is captured on the Syndicate Claims Message. There are a number of fields that may account for the division of the transactions – e.g. one or more of the following fields will be different for each breakdowns involved:

- FIL Codes
- Trust Fund Code
- NAIC Code
- Service Type
- State Code
- DTI Code
- Adjuster
- Lawyer

It is possible for a COR on the SCM to be closed, but as there are more than one breakdown the claim is still open.

9. REGISTRATION PROCESS

To subscribe to any of the CDW reports detailed above, please complete and return the service registration form to:

Business Intelligence Services, Xchanging, Walter Burke Way, Chatham Maritime, Chatham, Kent,
ME4 4RQ

Telephone: +44 (0)1634 887800

E-mail: business.intelligence@xchanging.com

The reports will be made available to the users in the 'Xchanging Reports Portal' (see information in the following section about this system). All users except Lloyd's or the Associations must have a valid CLASS login. If in doubt please contact your internal system administrator. Organisations may need to create a new CLASS user. A new user should in the first instance be created using the Xchanging 'Security Administration' system within Casablanca. The organisation's own Security Administrator should be able to perform this task. If the user's only function is to view reports in the 'Xchanging Reports Portal', then this user should be created with **no FUNCTIONS** – i.e. no FUNCTIONS should be selected when creating the user. If a user is created with FUNCTIONS but the user does not use Casablanca or ECF/ECF2 then the user is in danger of being automatically deleted from CLASS. The effect of this automatic deletion is that the users will no longer receive any data in their reports from the date of deletion.

You will be asked to indicate the services you wish to register for. The following registration forms are available:

9.1. Request for Broker View ECF Reporting

See [Appendix 1 – 1](#)

9.2. Request for Syndicate ECF Reporting

See [Appendix 1 – 2](#)

9.3. Request for Company ECF Reporting

See [Appendix 1 – 3](#)

9.4. Request for Lloyd's or Association ECF Reporting

See [Appendix 1 – 4](#). Please note access on behalf of Lloyd's or the Associations (LMA, IUA, LIIBA) does not require CLASS access.

On completion of the registration process Xchanging Business Intelligence Services will send a dedicated CDW password to be used with the users' registered CLASS Login ID and Network Account Code. The user will be prompted to amend the password on first access.

The password will automatically expire after Ninety (90) days. **Note :** The password supplied should meet the minimum complexity requirements. Please select a password that meets all of the following criteria:

- is at least 8 characters;
- has not been used in the previous 12 passwords;
- contains at least three of the following four character groups:
 - English uppercase characters (A to Z);
 - English lowercase characters (a to z);
 - Numerals (0 to 9);
 - Non-alphabetic characters (such as !, \$, #, %).

9.5. Password Resets

In the event you require the password to be reset please contact:

Xchanging Service Centre

Telephone: +44 (0)870 380 0830

E-mail: servicecentre@xchanging.com,

10. RECEIPT AND EXTRACT PROCESS

Access is controlled by the registration process. Registered users will have two options for retrieving reports:

1. Via a hyperlink contained within a notification email; or
2. Accessing the portal via the following URL:

<https://ins.xchanging.com/bi>

10.1. Notification Email

When a report has been generated for distribution the registered user will be sent a notification email advising that the required report is available to collect. The email will be formatted as below and will contain a hyperlink to the sign in screen for the portal:

From: ecf2reports@xchanging.com [mailto:ecf2reports@xchanging.com]
Sent: 04 March 2012 12:00
To: ECF2 Reporting Notifications
Subject: Xchanging ECF2 - ECF004 - Notifier

Xchanging Report Notification

ECF2 ECF004 Reports have now been refreshed for Week ending 04/03/2012.

You may access the reports by clicking the following link or pasting the link into your browser:

<https://ins.xchanging.com/bi>

If you have received this email in error please delete it and disregard the contents.

Generated by Xchanging Business Intelligence Services. Any queries please contact Business.Intelligence@xchanging.com or 01634 887800.

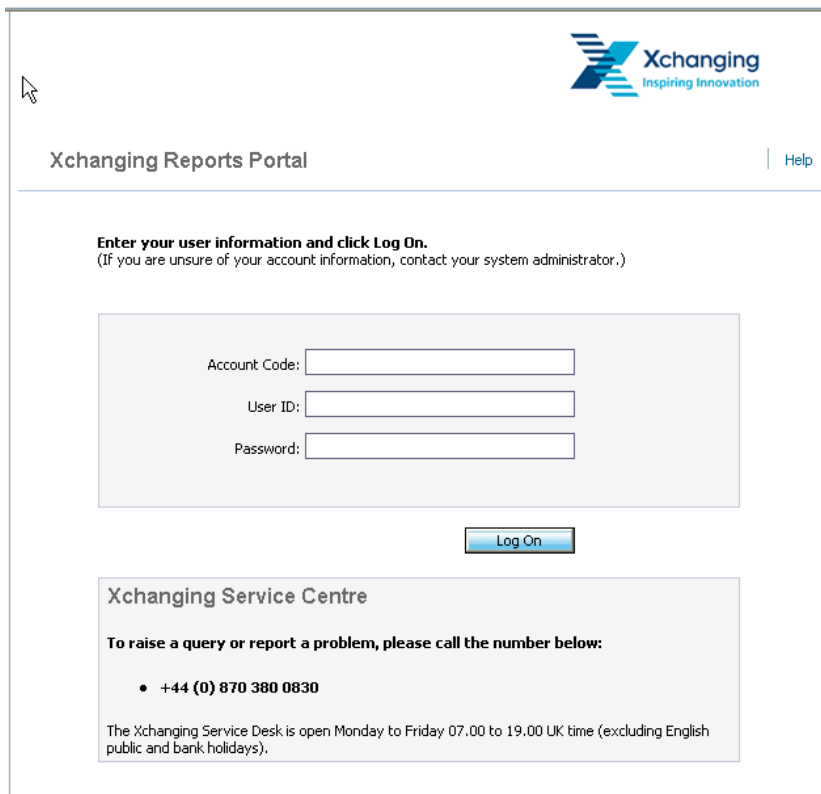
This report is for your own internal business use only. The sale or transfer of the reports or data therein is strictly prohibited. Please contact Business.Intelligence@xchanging.com for full details of current terms and conditions.

Fig 1 Notification Email

Select the hyperlink above to be taken to the Portal Logon screen as per Fig 2 below.

10.2. Accessing the Portal (Xchanging reports portal)

Upon receipt of the email the user can enter the portal via a unique and secure combination of their Network Account Code, CLASS User ID and password. Lloyd's and Association users will access via their User ID and password.



Xchanging Reports Portal | [Help](#)

Enter your user information and click Log On.
(If you are unsure of your account information, contact your system administrator.)

Account Code:

User ID:

Password:

Xchanging Service Centre

To raise a query or report a problem, please call the number below:

- **+44 (0) 870 380 0830**

The Xchanging Service Desk is open Monday to Friday 07.00 to 19.00 UK time (excluding English public and bank holidays).

Fig 2 Logon screen

Enter your allocated Account Code (where required), User ID and Password to authenticate login.

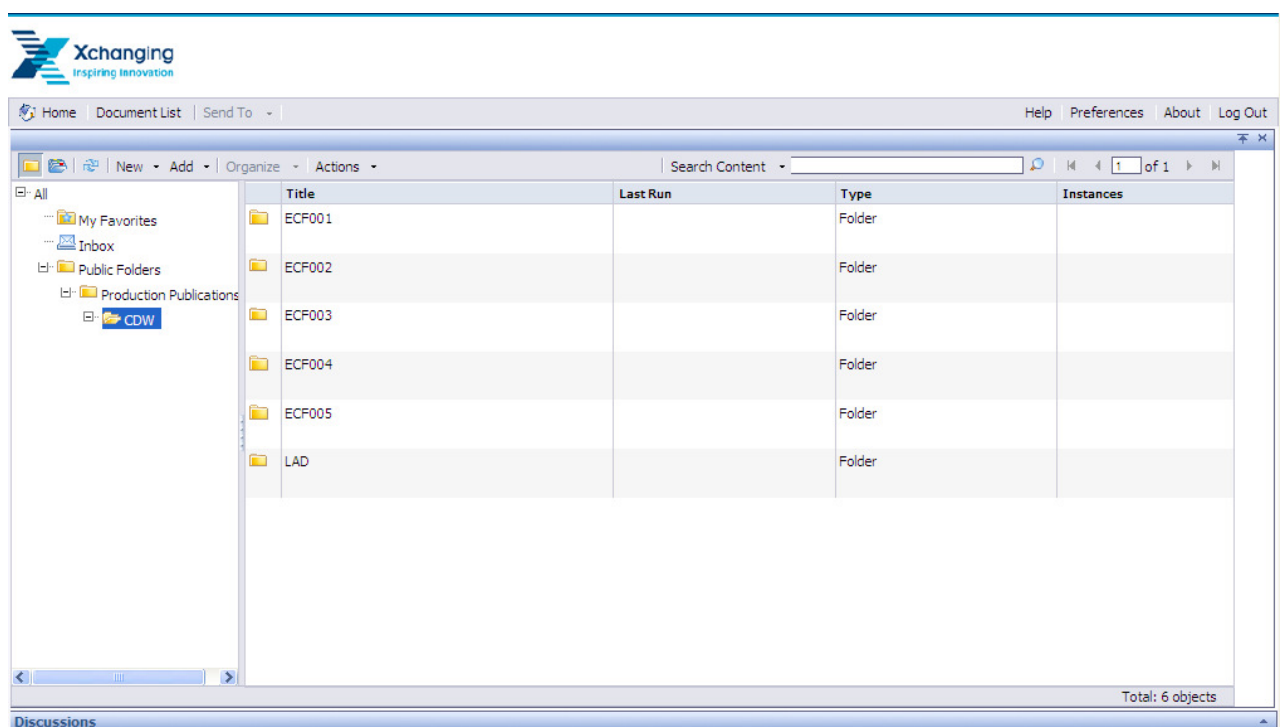


Fig 3 Folder view landing screen

This will default to the User's Folder View for which the user is registered. The default landing page can be changed in 'Preferences'. Please see [Section 10.5](#) below. As per the display in Figure 3 above, column widths can be adjusted to display details as preferred.

If the preferred view has been changed to the Inbox, in order to display the report either double click the title to automatically open or single click to highlight the desired report and select 'Actions' and then 'View'. See Figure 8 below in [Section 10.3](#).

Alternatively from the default Folder View folders and their constituent reports can be viewed by opening the Public Folders (clicking on the + option) to the lowest level:



Fig 4 Available Reports

Selecting the folder will display the available reports. A maximum of eight instances of each report will be available, i.e. weekly publications will contain reports for the last eight weeks, monthly's for the last eight months and quarterly's for the last eight quarters (2 years).

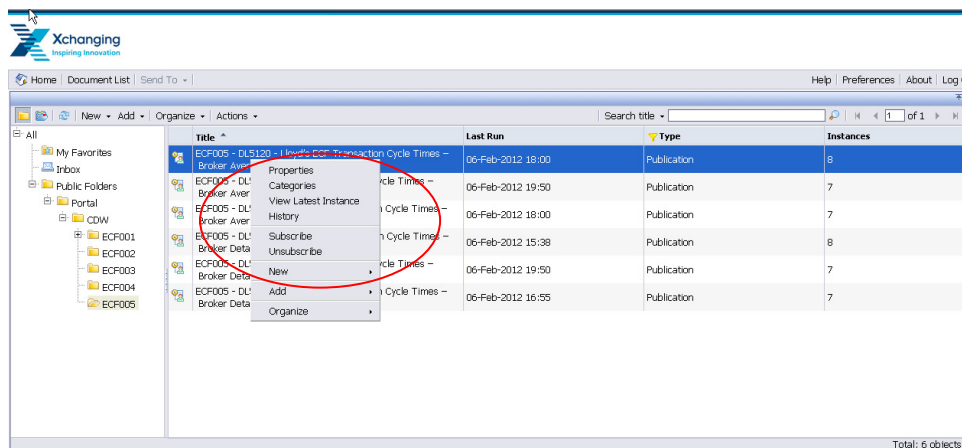


Fig 5 Retrieval options

Right click on the report title to select the latest instance of the report or the full available history, i.e. up to the last eight instances. Select 'History' to return the following screen. Select 'View Last Instance' to return the screen in Fig 7 below. By registering to receive reports users will be automatically subscribed. Please note that if the 'Properties', 'Categories', 'Subscribe' or 'Unsubscribe' options are selected the user will receive a message to say these options are not available – see below:

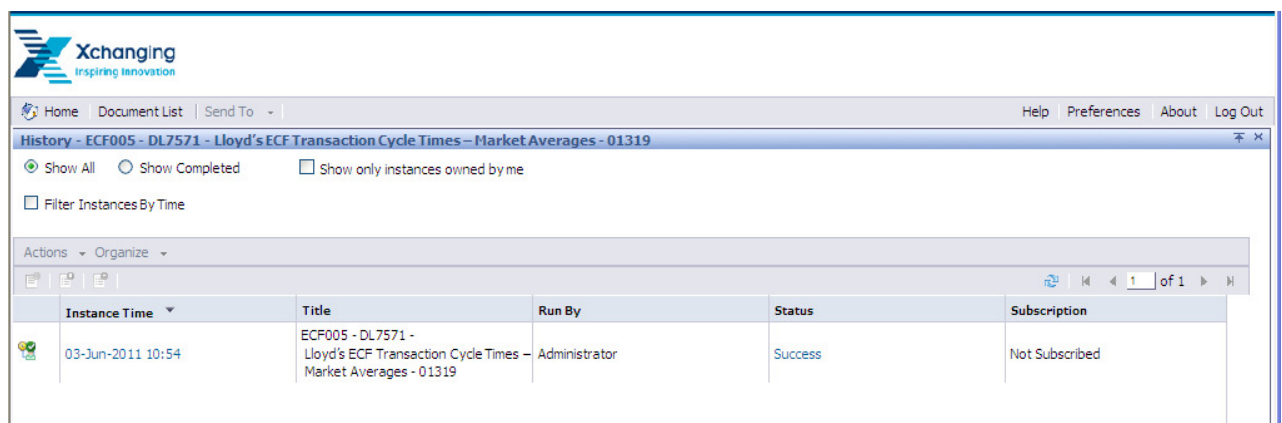
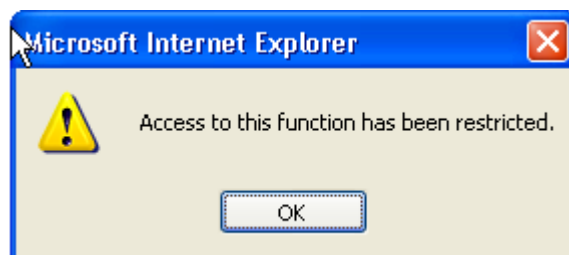


Fig 6 History

Reports with a status of 'Success' will permit selection by clicking on the 'Instance Time' of the required report.

10.3. Displaying the report

If accessing from the Portal 'History' or 'View Last Instance', the user will arrive at the following screen:

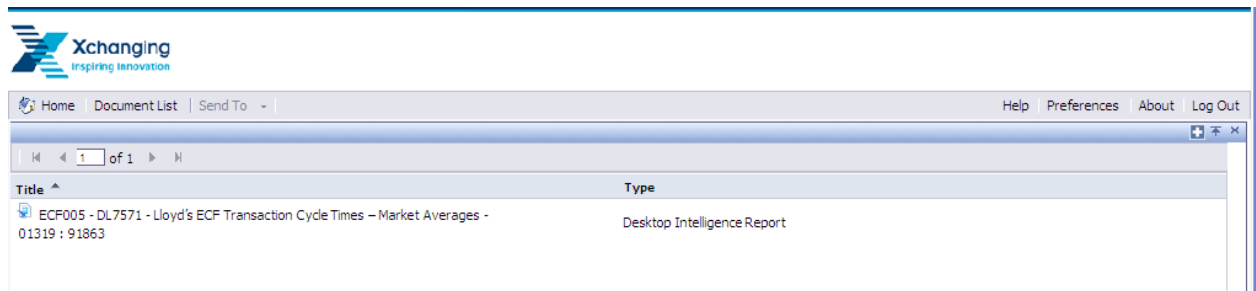


Fig 7 Required Report

Double click on the report line to display the report as below:

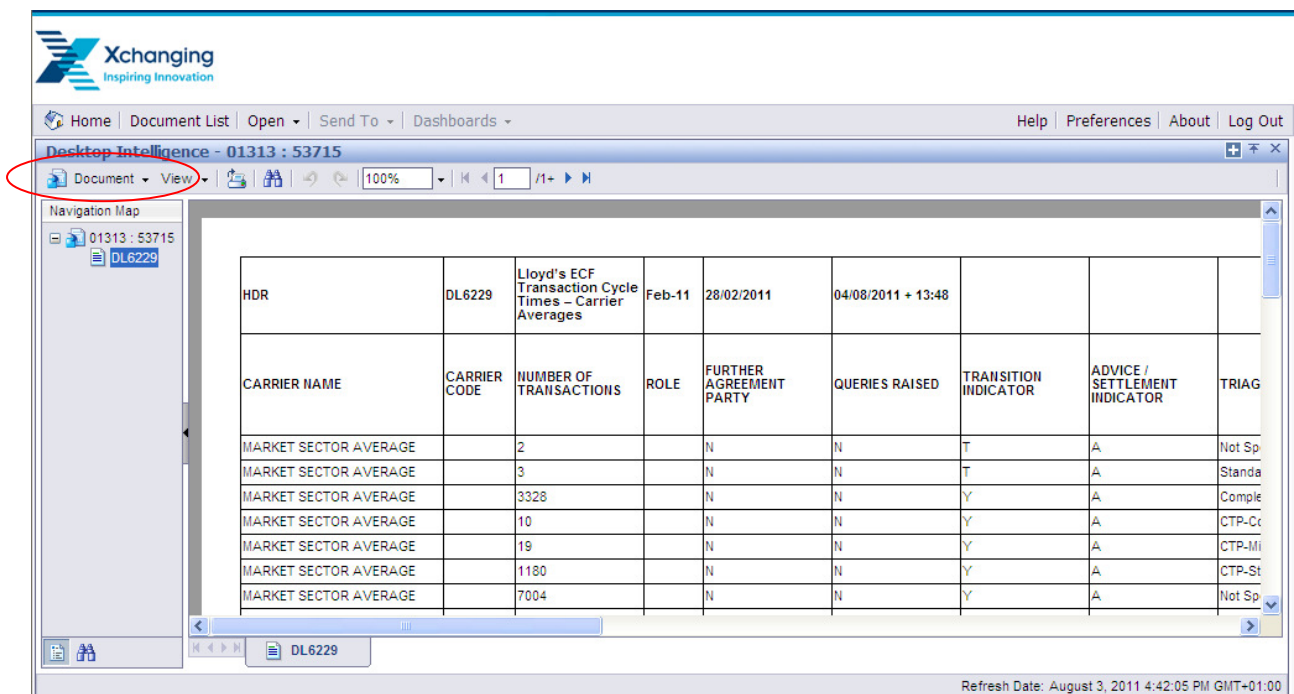


Fig 8 Report Detail

The report is now available to print, search specific data, view or, via the 'Document' function, to save the report locally as required. Selecting the 'Close' option in 'Document' will return to the Inbox or Folder view.

10.4. Saving the report

Reports can be saved via the 'Document' function for onward transmission. The response time for saving a report will vary according to the report size and the bandwidth.

There are two menu options when it comes to saving reports to the local machine (as below). 'Save to my computer' saves the entire document (report) and 'Save report to my computer' saves the current

report (report tab). The former permits saving in Excel, PDF or CSV format, the latter in Excel or PDF format only.

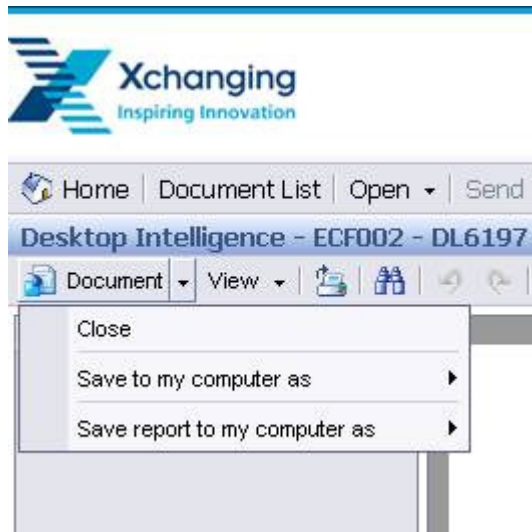


Fig 9 Save To options

In the unlikely event that a security pop-up message blocks the user from saving the report to Excel the Internet Explorer settings should be changed as follows:

Tools

Internet Options

Security

Custom Level

Downloads

Automatic prompting for file downloads -

Set Automatic prompting for file downloads to 'Enable' as per the figure 10 below:

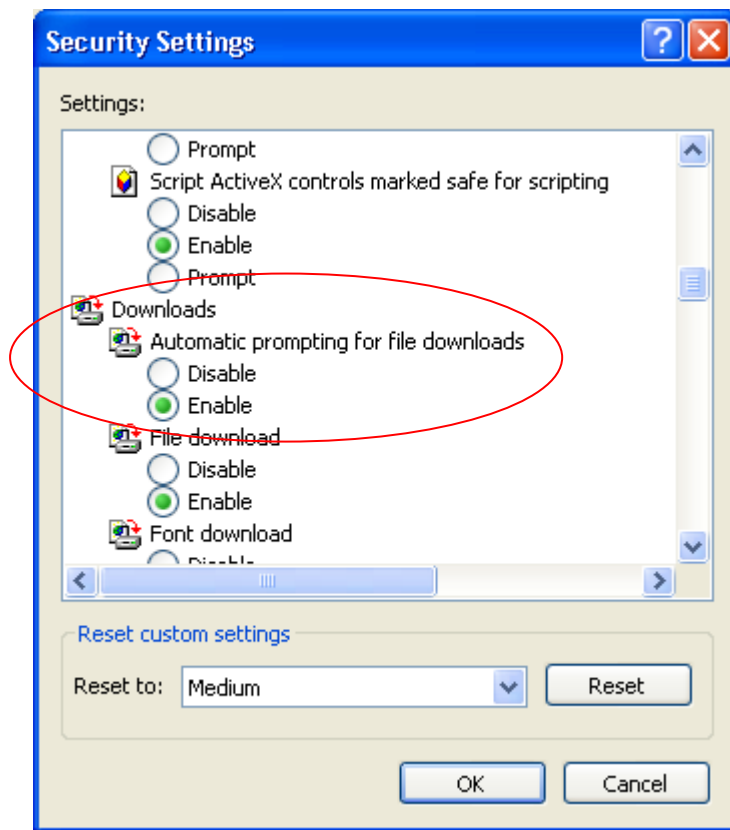


Fig 10 Security settings

In the event of other desktop issues please refer to the IMR / ECF2 Desktop Software Guide at [Appendix 4](#).

10.5. User Preferences

The user may select to amend their personal display preferences and a help facility is also available. See Figure 11 below.

Please note that Xchanging reports portal is the web interface of Business Objects query tool software. As such, the bespoke CDW configuration does not employ all functionality of the base application. Some functions of the standard application are not available within the CDW package.

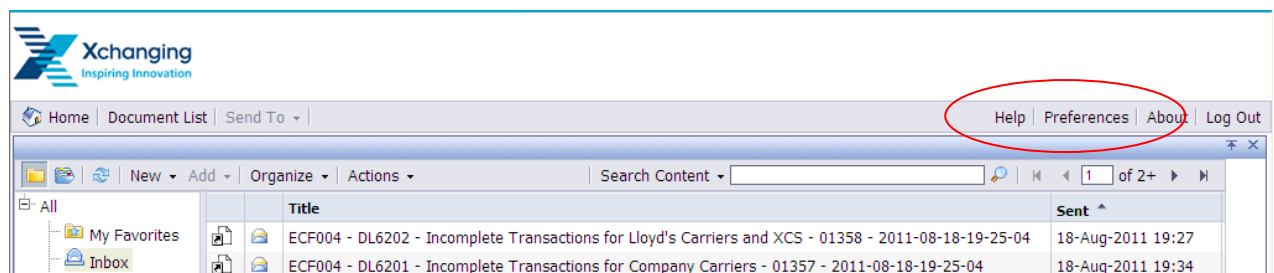


Fig 11 Help and Preferences

Select the 'Preferences' option to amend the default landing screen to the Inbox view or to amend the maximum number of items displayed. The user may also change their password using the 'Change Password' option.

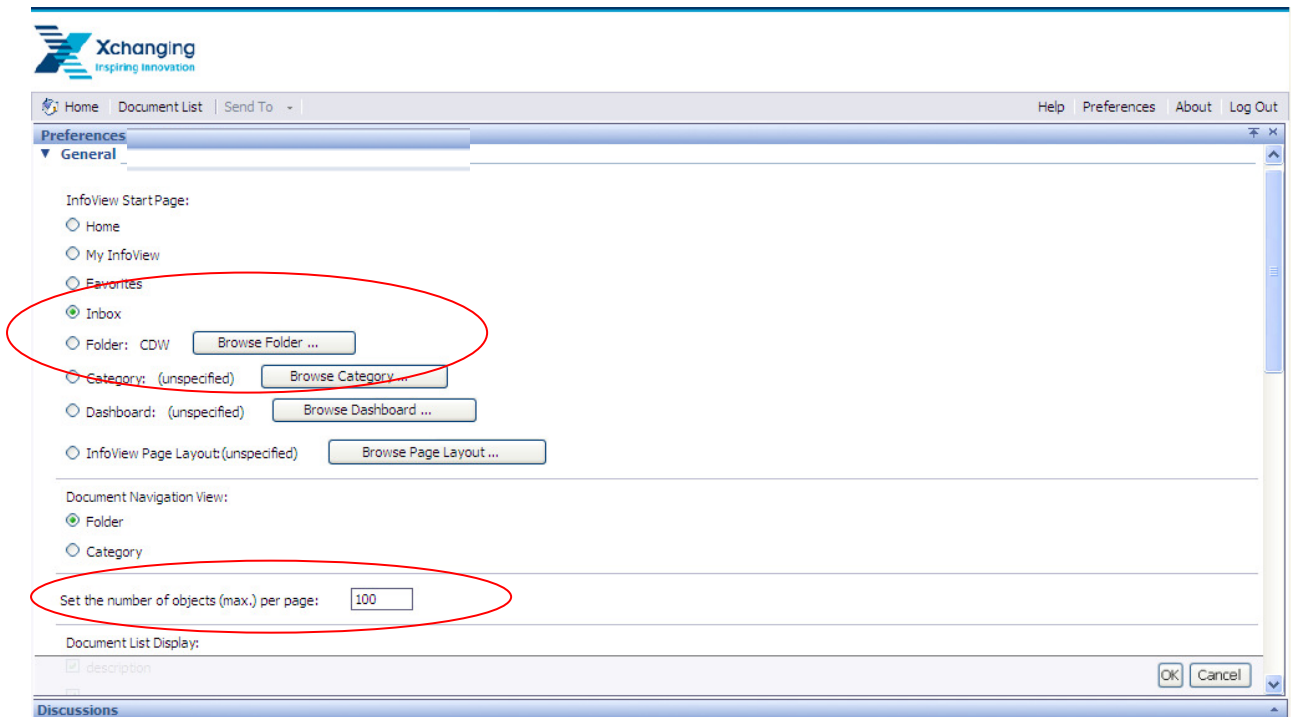


Fig 12 Amend to Folder view or number of items to view

Select 'Browse Folder' to amend landing screen to desired view. The number of objects to be displayed in the Inbox will be defaulted to 100. Once this, or the user preferred display is exceeded additional pages will be available.

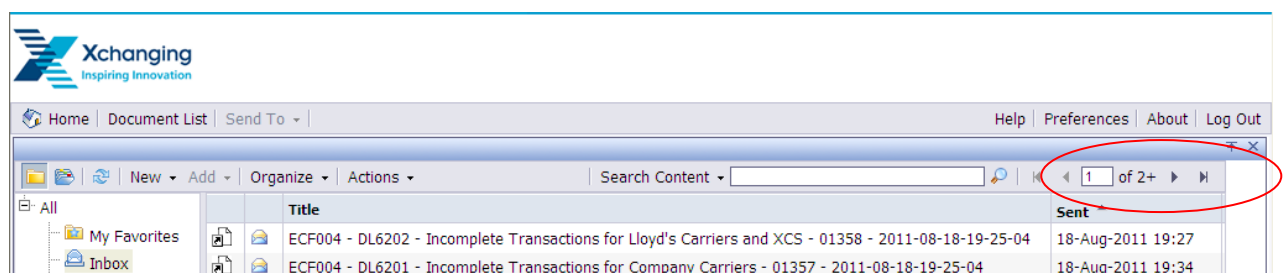


Fig 12 Pagination

10.6. Logging off InfoView

Currently default internet settings will mean that a user has to select 'Log-off' 3 times before he is logged off the system. This is because of non-secure content.

In order to correct this the following setting needs to be changed:

In Internet explorer select:

Tools
Options
Security
Internet

Select 'Display mixed content' to select 'Enable'

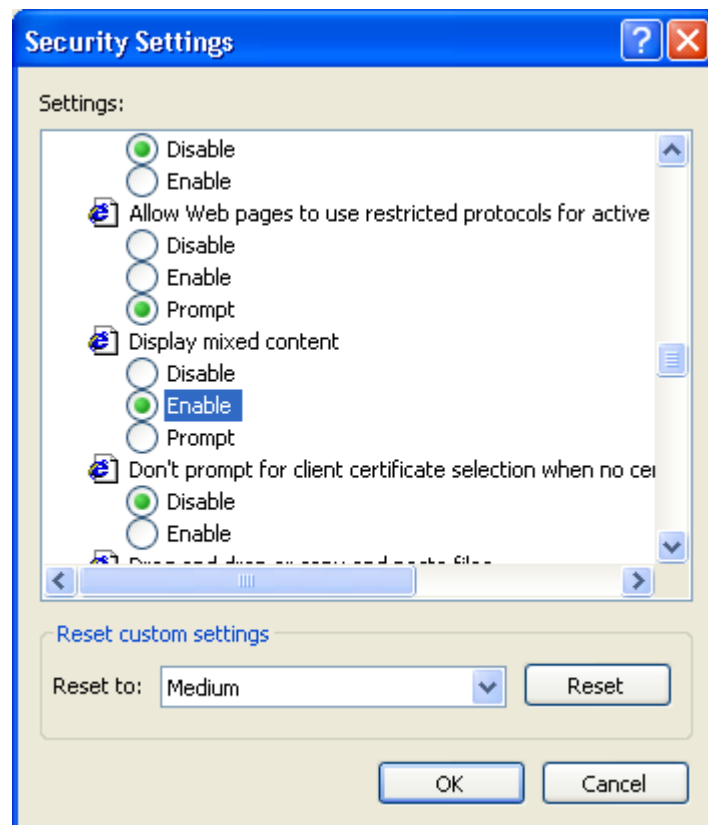


Fig 13 Log Off Settings

11. CONTACT DETAILS AND SUPPORT

11.1. Further Information

For further information please contact:

Business Intelligence Services, Xchanging, Walter Burke Way, Chatham Maritime, Chatham, Kent, ME4 4RQ

Telephone: +44 (0)1634 887800

E-mail: business.intelligence@xchanging.com

11.2. Screen Resolution

Screen resolution of [1024] x [768] is recommended.

11.3. Fact Sheets

Factsheets have been created providing an overview of the reports functionality and a registration form – see the table below. These are available on the LMG Website at the following link:

http://www.marketreform.co.uk/index.php?option=com_content&view=category&id=91&Itemid=200

Document	Description
Companies Volumes – ECF Workflow 001 – Broker Factsheet	Factsheet describing the ECF001 reports that go to Brokers
Companies Volumes – ECF Workflow 001 – Carrier Factsheet	Factsheet describing the ECF001 reports that go to Company Market Carriers
Companies Volumes – ECF Workflow 001 – Market Organisations	Factsheet describing the ECF001 reports that go to Market Associations
Incomplete Transactions – ECF Workflow 004 for Brokers	Factsheet describing the ECF004 reports that go to Brokers
Incomplete Transactions – ECF Workflow 004 for IUA Carriers	Factsheet describing the ECF004 reports that go to the Company Market Carriers
Incomplete Transactions – ECF Workflow 004 for Lloyd's Carriers	Factsheet describing the ECF004 reports that go to the Lloyd's Carriers
Incomplete Transactions – ECF Workflow 004 for Market Groups	Factsheet describing the ECF004 reports that go to Market Associations
Lloyd's Additional Details – ECF LADD	Factsheet describing the LADD reports that go to Lloyd's Carriers

Document	Description
Lloyd's Non-ECF Details – ECF Workflow 003 for Brokers	Factsheet describing the ECF003 reports that go to Brokers
Lloyd's Non-ECF Details – ECF Workflow 003 for Carriers	Factsheet describing the ECF003 reports that go to Lloyd's Carriers
Lloyd's Reconciliation Reports – ECF LREC	Factsheet describing the LREC reports that go to Lloyd's Carriers
Lloyd's Volumes – ECF Workflow 002 – Market Associations	Factsheet describing the ECF002 reports that go to Market Associations
Lloyd's Volumes – ECF Workflow 002 for Brokers	Factsheet describing the ECF002 reports that go to Market Associations
Lloyd's Volumes – ECF Workflow 002 for Carriers	Factsheet describing the ECF002 reports that go to Market Associations
Transaction Cycle Times – ECF Workflow 005 – Market Associations	Factsheet describing the ECF005 reports that go to Market Associations
Transaction Cycle Times – ECF Workflow 005 for Brokers	Factsheet describing the ECF005 reports that go to Brokers
Transaction Cycle Times – ECF Workflow 005 for Company Market Carriers	Factsheet describing the ECF005 reports that go to Company Market Carriers
Transaction Cycle Times – ECF Workflow 005 for Lloyd's Carriers	Factsheet describing the ECF005 reports that go to Lloyd's Carriers

11.4. Queries and Issues

If you have any queries regarding the report, its delivery, or for a password reset, please contact:

Xchanging Service Centre

Telephone: +44 (0)870 380 0830

E-mail: servicecentre@xchanging.com,

IMPORTANT: Please be prepared to quote the DL number(s) of the relevant report(s) and attach screen shots where appropriate. If notifying an issue by email please ensure it is clearly marked 'CDW' so that it can be assigned rapidly to the correct team

12. APPENDIX 1 – CDW REGISTRATION FORMS

See the following pages for the registration forms required to register for the reports. The following 4 registration forms are available:

- *Request for Broker View Reporting*
- *Request for Syndicate Reporting*
- *Request for Company Reporting*
- *Request for Lloyd's or Association Reporting*

APPENDIX 1-1: REQUEST FOR BROKER VIEW REPORTING REGISTRATION FORM

Request for Broker View ECF Reporting (the “Service”)

NAME OF ORGANISATION: _____ (THE “ORGANISATION”)

By completing and signing this form, the Organisation agrees to receive the Service (and the reports/data extracts provided pursuant to the Service (the “Reports”)) subject to the terms and conditions printed overleaf.

Please complete all relevant questions as any information missed will have to be queried.

Please only complete one form per CLASS Account Code or IMR Account ID.

1. Please fill in your information below:

Name

E-mail Address

2. Please supply your CLASS or IMR login details (Please note without a CLASS or IMR login we will be unable to supply you with access to the ECF Report Service, any submissions without this information will be rejected back for completion).

**CLASS Account
Code or IMR
Account ID**

**CLASS User ID or
IMR User Name**

3. Please indicate which services you require:

Company Market:

ECF NUMBER	REPORT DESCRIPTION	FREQUENCY	TICKBOX
ECF001	Company Market Agreed Transactions Split by Carrier	Monthly	<input type="checkbox"/>
ECF001	Company Market Transaction Details for Brokers	Monthly	<input type="checkbox"/>
ECF004	Incomplete Transactions for Brokers on Company Claims	Weekly	<input type="checkbox"/>
ECF005	Average Cycle Times for ILU Claims by Broker	Monthly	<input type="checkbox"/>
ECF005	Average Cycle Times for LIRMA Claims by Broker	Monthly	<input type="checkbox"/>

ECF005	ILU ECF Transaction Cycle Times - Broker Details	Monthly	<input type="checkbox"/>
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ECF005	LIRMA ECF Transaction Cycle Times – Broker Details	Monthly	<input type="checkbox"/>
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Lloyd's Market:

ECF NUMBER	REPORT NUMBER	FREQUENCY	TICKBOX
ECF002	Lloyd's ECF and Non-ECF Volumes Split by Carrier	Monthly	<input type="checkbox"/>
ECF003	Lloyd's Non-ECF Transaction Details for Brokers	Monthly	<input type="checkbox"/>
ECF004	Incomplete Transactions for Lloyd's Brokers	Weekly	<input type="checkbox"/>
ECF005	Average Cycle Times for Lloyd's Claims by Broker	Monthly	<input type="checkbox"/>
ECF005	Lloyd's ECF Transaction Cycle Times – Broker Details	Monthly	<input type="checkbox"/>

Signed By (Full Name):
For and on behalf of the
Organisation

Signature:

Position

Date

Please return to:
Business Intelligence Services, Xchanging, Walter Burke Way, Chatham Maritime, Chatham, Kent, ME4
4RQ or e-mail business.intelligence@xchanging.com

TERMS AND CONDITIONS (the “Terms”)

1. ***These Terms form the basis on which either Ins-sure Services Limited or LPSO Limited or LPC Limited (as appropriate) (for the purposes of these Terms, together “Xchanging”) will provide the Service to the Organisation.***
2. Xchanging will provide the Service to the Organisation from the date hereof until either:
 - a. the Organisation or Xchanging gives to the other one month’s notice of its desire to end the Service; or
 - b. the Organisation or Xchanging breaches the terms hereof.
3. The Reports will be issued in line with the service availability schedule detailed in the fact sheet for the Service.
4. The Organisation agrees that the Reports are provided ‘as is’. Xchanging makes no representations or warranties of any kind, express or implied, including, but not limited to, warranties of accuracy of any information or data contained in the Reports, satisfactory quality, or fitness of use for a particular purpose and all such representations, warranties or promises are hereby excluded to the fullest extent permissible by law.
5. The Organisation acknowledges that the Reports and the data within the Reports are provided for internal use within the Organisation and any wholly owned subsidiary or parent thereof and Xchanging hereby grants the Organisation a non-exclusive, non-transferable licence for these purposes. The Organisation may not, without the prior written permission of Xchanging, provide the Reports or data within the Reports, either in whole or in part, to any third party by any means (including electronic transmission and/or hyperlinks). The sale of Reports or the data within the Reports is strictly prohibited.
6. Except as otherwise stated, under no circumstances shall Xchanging be liable to the Organisation for any loss of profit (whether direct or indirect) or for any other direct, indirect, special, exemplary, incidental or consequential damages (including, without limitation, any loss of data, goodwill, business or revenue, or any damage to any information technology) arising out of or in connection with the Service or Reports, the data within the Reports or otherwise.
7. Save for death or injury caused by Xchanging’s negligence where there shall be no limit on liability, Xchanging’s aggregate liability for any claims, losses, or damages arising out of any breach in contract or tort (including negligence) statute or otherwise herein shall in no circumstances exceed the service charge paid for the Service by the Organisation to Xchanging hereunder.
8. The Organisation agrees that the exclusions and limitations of liability in these Terms are reasonable having regard to the circumstances which are or ought reasonably to be known to or in the contemplation of the Organisation at the date hereof.
9. No party may enforce the Terms herein save for the Organisation or Xchanging.
10. These Terms shall supersede any previous licence or terms pertaining to the provision of the Service and the Reports.
11. These Terms shall be governed by and construed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

APPENDIX 1 – 2: REQUEST FOR SYNDICATE REPORTING REGISTRATION FORM

Request for Syndicate ECF Reporting (the “Service”)

NAME OF ORGANISATION: _____ (THE “ORGANISATION”)

By completing and signing this form, the Organisation agrees to receive the Service (and the reports/data extracts provided pursuant to the Service (the “Reports”)) subject to the terms and conditions printed overleaf.

Please complete all relevant questions as any information missed will have to be queried.

Please only complete one form per CLASS Account Code or IMR Account ID.

1. Please fill in your information below:

Name

E-mail Address

2. Please supply your CLASS or IMR login details (Please note without a CLASS or IMR login we will be unable to supply you with access to the ECF Report Service, any submissions without this information will be rejected back for completion).

**CLASS Account
Code or IMR
Account ID**

**CLASS User ID or
IMR Username**

3. Please indicate which services you require:

ECF NUMBER	REPORT NUMBER	FREQUENCY	TICKBOX
ECF002	Lloyd's ECF and Non-ECF Volumes Split by Broker	Monthly	<input type="checkbox"/>
ECF003	Lloyd's Non-ECF Transaction Details for Carriers	Monthly	<input type="checkbox"/>
ECF004	Incomplete Transactions for Lloyd's Carriers and XCS	Weekly	<input type="checkbox"/>
ECF005	Average Cycle Times for Lloyd's Claims by Carrier	Monthly	<input type="checkbox"/>
ECF005	Detailed Cycle Times for Lloyd's Claims by Carrier	Monthly	<input type="checkbox"/>
LADD	ECF2 LADD Carrier Transaction	Monthly	<input type="checkbox"/>
LADD	ECF2 LADD Carrier Control by Month	Monthly	<input type="checkbox"/>

LADD	ECF2 LADD Carrier Expert - Monthly Movements	Monthly	<input type="checkbox"/>
LADD	ECF2 LADD Certificates	Monthly	<input type="checkbox"/>
LREC	L1.1: Lloyd's reconciliation - ECF no XCS Input	Quarterly	<input type="checkbox"/>
LREC	L1.2: Lloyd's reconciliation - XCS no SCM	Quarterly	<input type="checkbox"/>
LREC	L1.4: Lloyd's reconciliation - ECF to XCS mismatch detail	Quarterly	<input type="checkbox"/>
LREC	L1.7: Lloyd's reconciliation - ECF to XCS Carrier changes	Quarterly	<input type="checkbox"/>
LREC	L1.8: Lloyd's reconciliation - ECF to SCM	Quarterly	<input type="checkbox"/>

Signed By (Full Name):
For and on behalf of the
Organisation

Signature

Position

Date

Please return to:
Business Intelligence Services, Xchanging, Walter Burke Way, Chatham Maritime, Chatham, Kent, ME4
4RQ or e-mail business.intelligence@xchanging.com

TERMS AND CONDITIONS (the “Terms”)

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2. Xchanging will provide the Service to the Organisation from the date hereof until either:
 - a. the Organisation or Xchanging gives to the other one month’s notice of its desire to end the Service; or
 - b. the Organisation or Xchanging breaches the terms hereof.
3. The Reports will be issued in line with the service availability schedule detailed in the fact sheet for the Service.
4. The Organisation agrees that the Reports are provided ‘as is’. Xchanging makes no representations or warranties of any kind, express or implied, including, but not limited to, warranties of accuracy of any information or data contained in the Reports, satisfactory quality, or fitness of use for a particular purpose and all such representations, warranties or promises are hereby excluded to the fullest extent permissible by law.
5. The Organisation acknowledges that the Reports and the data within the Reports are provided for internal use within the Organisation and any wholly owned subsidiary or parent thereof and Xchanging hereby grants the Organisation a non-exclusive, non-transferable licence for these purposes. The Organisation may not, without the prior written permission of Xchanging, provide the Reports or data within the Reports, either in whole or in part, to any third party by any means (including electronic transmission and/or hyperlinks). The sale of Reports or the data within the Reports is strictly prohibited.
6. Except as otherwise stated, under no circumstances shall Xchanging be liable to the Organisation for any loss of profit (whether direct or indirect) or for any other direct, indirect, special, exemplary, incidental or consequential damages (including, without limitation, any loss of data, goodwill, business or revenue, or any damage to any information technology) arising out of or in connection with the Service or Reports, the data within the Reports or otherwise.
7. Save for death or injury caused by Xchanging’s negligence where there shall be no limit on liability, Xchanging’s aggregate liability for any claims, losses, or damages arising out of any breach in contract or tort (including negligence) statute or otherwise herein shall in no circumstances exceed the service charge paid for the Service by the Organisation to Xchanging hereunder.
8. The Organisation agrees that the exclusions and limitations of liability in these Terms are reasonable having regard to the circumstances which are or ought reasonably to be known to or in the contemplation of the Organisation at the date hereof.
9. No party may enforce the Terms herein save for the Organisation or Xchanging.
10. These Terms shall supersede any previous licence or terms pertaining to the provision of the Service and the Reports.
11. These Terms shall be governed by and construed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

APPENDIX 1 – 3: REQUEST FOR COMPANY REPORTING REGISTRATION FORM

Request for Company ECF Reporting (the “Service”)

NAME OF ORGANISATION: _____ (THE “ORGANISATION”)

By completing and signing this form, the Organisation agrees to receive the Service (and the reports/data extracts provided pursuant to the Service (the “Reports”)) subject to the terms and conditions printed overleaf.

Please complete all relevant questions as any information missed will have to be queried.

Please only complete one form per CLASS Account Code or IMR Account ID.

1. Please fill in your information below:

Name

E-mail Address

2. Please supply your CLASS or IMR login details (Please note without a CLASS or IMR login we will be unable to supply you with access to the ECF Report Service, any submissions without this information will be rejected back for completion).

*CLASS Account
Code or IMR
Account ID*

*CLASS User ID or
IMR User Name*

3. Please indicate which services you require:

ECF NUMBER	REPORT DESCRIPTION	FREQUENCY	TICKBOX
ECF001	Agreed Transactions Split by Broker	Monthly	<input type="checkbox"/>
ECF001	Transaction Details for Carriers	Monthly	<input type="checkbox"/>
ECF004	Incomplete Transactions for Company Carriers	Weekly	<input type="checkbox"/>
ECF005	Average Cycle Times for ILU Claims by Carrier	Monthly	<input type="checkbox"/>
ECF005	Average Cycle Times for LIRMA Claims by Carrier	Monthly	<input type="checkbox"/>

ECF005	Detailed Cycle Times for ILU Claims by Carrier	Monthly	<input type="checkbox"/>
ECF005	Detailed Cycle Times for LIRMA Claims by Carrier	Monthly	<input type="checkbox"/>

Signed By (Full Name):
For and on behalf of the
Organisation

Signature:

Position

Date

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4RQ or e-mail business.intelligence@xchanging.com

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5. The Organisation acknowledges that the Reports and the data within the Reports are provided for internal use within the Organisation and any wholly owned subsidiary or parent thereof and Xchanging hereby grants the Organisation a non-exclusive, non-transferable licence for these purposes. The Organisation may not, without the prior written permission of Xchanging, provide the Reports or data within the Reports, either in whole or in part, to any third party by any means (including electronic transmission and/or hyperlinks). The sale of Reports or the data within the Reports is strictly prohibited.
6. Except as otherwise stated, under no circumstances shall Xchanging be liable to the Organisation for any loss of profit (whether direct or indirect) or for any other direct, indirect, special, exemplary, incidental or consequential damages (including, without limitation, any loss of data, goodwill, business or revenue, or any damage to any information technology) arising out of or in connection with the Service or Reports, the data within the Reports or otherwise.
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APPENDIX 1 – 4: REQUEST FOR LLOYD’S OR ASSOCIATION REPORTING REGISTRATION FORM

Request for Association ECF Reporting (the “Service”)

NAME OF ORGANISATION: _____ (THE “ORGANISATION”)

By completing and signing this form, the Organisation agrees to receive the Service (and the reports/data extracts provided pursuant to the Service (the “Reports”)) subject to the terms and conditions printed overleaf.

Please complete all relevant questions as any information missed will have to be queried.

Please only complete one form per required User Name.

1. Please fill in your information below:

**Name (Also to be used
as User Name)**

E-mail Address

2. Please indicate which services you require:

ECF NUMBER	REPORT NUMBER	FREQUENCY	TICKBOX
ECF001	IUA Overall Transaction Totals	Monthly	<input type="checkbox"/>
ECF001	LIIBA Summary Report of IUA Volumes by Broker	Monthly	<input type="checkbox"/>
ECF001	IUA Agreed Transactions by Carrier	Monthly	<input type="checkbox"/>
ECF002	Lloyd's ECF & Non-ECF Volumes Split by Carrier	Monthly	<input type="checkbox"/>
ECF002	Lloyd's ECF & Non-ECF Volumes Split by Broker	Monthly	<input type="checkbox"/>
ECF004	Lloyd's Incomplete Transactions Management Summary	Monthly	<input type="checkbox"/>
ECF005	Average Cycle Times for Lloyd's Claims	Monthly	<input type="checkbox"/>
ECF005	Average Cycle Times for Company Claims	Monthly	<input type="checkbox"/>

Signed By (Full Name):
For and on behalf of the
Organisation

Signature

Position

Date

Please return to:

Business Intelligence Services, Xchanging, Walter Burke Way, Chatham Maritime, Chatham, Kent, ME4 4RQ or e-mail business.intelligence@xchanging.com

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7. Save for death or injury caused by Xchanging's negligence where there shall be no limit on liability, Xchanging's aggregate liability for any claims, losses, or damages arising out of any breach in contract or tort (including negligence) statute or otherwise herein shall in no circumstances exceed the service charge paid for the Service by the Organisation to Xchanging hereunder.
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13. APPENDIX 2 – REPORTS OVERVIEW

Reports

Name of Report	M/F Report Ref	Frequency	Recipient Type
ECF001			
IUA Overall Txn Totals	DL7519	Monthly	Organisation
IUA Agreed Txns Split by Broker	DL6195	Monthly	Carrier
LIIBA summary report of IUA Vols by Broker	DL7520	Monthly	Organisation
IUA Agreed Txns Split by Carrier	DL5106	Monthly	Broker
IUA Agreed Txns by Carrier	DL7521	Monthly	Organisation
IUA Txn Details for Carriers	DL6196	Monthly	Carrier
IUA Txn Details for Brokers	DL5107	Monthly	Broker
ECF002			
Lloyd's ECF and Non-ECF Vols Split by Carrier	DL5108	Monthly	Broker
Lloyd's ECF and Non-ECF Vols Split by Broker	DL6197	Monthly	Carrier
Lloyd's ECF and Non-ECF Txn Vols by Broker	DL7522	Monthly	Organisation
Lloyd's ECF and Non-ECF Txn Vols by Lead Carrier	DL7525	Monthly	Organisation
ECF003			
Lloyd's Non-ECF Txn Details for Brokers	DL5111	Monthly	Broker
Lloyd's Non-ECF Txn Details for Carriers	DL6200	Monthly	Carrier
ECF004			
Incomplete Txns for Company Carriers	DL6201	Weekly	Carrier
Incomplete Txns for Lloyd's Carriers and XCS	DL6202	Weekly	Carrier
Incomplete Txns for Lloyds Brokers	DL5112	Weekly	Broker
Incomplete Txns for Brokers on Company Claims	DL5113	Weekly	Broker
Lloyd's Incomplete Txns Management Summary	DL7528	Weekly	Organisation
ECF005			
Average Cycle Times for Lloyd's Claims	DL7571	Monthly	Organisation
Average Cycle Times for Company Claims	DL7572	Monthly	Organisation
Average Cycle Times for Lloyd's Claims by Broker	DL5120	Monthly	Broker
Average Cycle Times for ILU Claims by Broker	DL5121	Monthly	Broker
Average Cycle Times for LIRMA Claims by Broker	DL5122	Monthly	Broker
Average Cycle Times for Lloyd's Claims by Carrier	DL6229	Monthly	Carrier
Average Cycle Times for ILU Claims by Carrier	DL6230	Monthly	Carrier
Average Cycle Times for LIRMA Claims by Carrier	DL6231	Monthly	Carrier
Lloyd's ECF Txn Cycle Times – Broker Details	DL5123	Monthly	Broker
ILU ECF Txn Cycle Times - Broker Details	DL5124	Monthly	Broker
LIRMA ECF Txn Cycle Times – Broker Details	DL5125	Monthly	Broker
Detailed Cycle Times for Lloyd's Claims by Carrier	DL6232	Monthly	Carrier
Detailed Cycle Times for ILU Claims by Carrier	DL6233	Monthly	Carrier
Detailed Cycle Times for LIRMA Claims by Carrier	DL6234	Monthly	Carrier
LADD			
ECF2 LADD Carrier Txn	DL6245	Monthly	Carrier
ECF2 LADD Carrier Control by Month	DL6246	Monthly	Carrier
ECF2 LADD Carrier Expert - Monthly Movements	DL6247	Monthly	Carrier
ECF2 LADD Certificates	DL6248	Monthly	Carrier
LREC			
L1.1: ECF2 LREC ECF no XCS Input	DL6235	Quarterly	Carrier
L1.2: ECF2 LREC ECF no XCS Input	DL6236	Quarterly	Carrier
L1.4: ECF2 LREC ECF no XCS Input	DL6238	Quarterly	Carrier
L1.7: ECF2 LREC ECF no XCS Input	DL6241	Quarterly	Carrier
L1.8: ECF2 LREC ECF no XCS Input	DL6242	Quarterly	Carrier

14. APPENDIX 3 – DIFFERENCES BETWEEN EXISTING REPORTS

Differences

Differences between existing reports and replacements			
Changes to processing	New columns	Columns removed	Change of order of fields
ECF001 – For ILU transactions, only transactions that have been 'Completed' are reported, rather than those that have been agreed by one Carrier. Bulk headers are now included and bulk components are excluded		Print Sort Codes	
ECF002 – The new Volumes reports include details of both ECF and Non-ECF claim transactions (i.e. they are effectively merged with the original ECF003 Volumes reports)	ECF Indicator	Print Sort Codes; Carrier Name	
ECF002 – <i>Note that there are no CDW ECF002 'Detailed Transaction' reports available. Users can however use the ECF005 Detail reports to retrieve detailed information, including cycle times, about the ECF transactions that have completed in the previous month.</i>			
ECF003 – There are now only 2 ECF003 reports, the other reports have been merged with ECF002 reports, so that the number of ECF and Non-ECF transactions can be compared. DL6200 is now extracted at COR/Movement Reference level	COR; Movement Reference added to DL6200	Print Sort Codes; Carrier Name, Risk Code Description. XTR	Carrier Role (now column C), UMR (now column D) in Broker Report

<p>ECF004 – Changes to derivation of 'Queried By/Next Action' and 'Action Required by Broker' and 'Action Required by Carrier' fields. On the Company reports, Bulk header transactions are now included, bulk components are excluded.</p>	<p>Outstanding Amount Qualifier; Paid To Date; Incurred Movement; Leaders Reserve; Carrier's response code; Bureau Lead Response Code/Date; Other Agreement Response Code/Date; XCS Response Code/Date; Triage Category. Lloyd's reports now include Delegated Lead Name and Query Reasons. LCO1 market lines are now included</p>	<p>Print Sort codes; Carrier Name, Other Agreement Party Name and Bureau Leader Name are not included in the report.</p>	<p>UMR, UCR and TR are now in columns C, D and E – i.e. after Carrier Name UMR, UCR and TR are in columns C, D and E – i.e. after Carrier Name. Sequence Number has moved to Column F.</p>
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